



Commonwealth of Kentucky KY Medicaid

Provider Billing Instructions For Preventive Health Services Provider Type – 20

Version 4.9

April 7, 2014

Document Change Log

Document Version	Date	Name	Comments
1.0	10/14/2005	HP Enterprise Services	Initial creation of DRAFT Home Health Services Provider Type – 34
1.1	01/19/2006	HP Enterprise Services	Updated Provider Rep list
1.2	02/16/2006	Carolyn Stearman	Updated with revisions requested by Commonwealth.
1.3	03/28/2006	Lize Deane	Updated with revisions requested by Commonwealth.
1.4	04/27/2006	Tammy Delk	Updated with revisions requested by Commonwealth.
1.5	08/28/2006	Ann Murray	Updated with revisions requested by Stayce Towles.
1.6	08/31/2006	Ann Murray	Updated with revisions requested by Stayce Towles.
1.7	09/08/2006	Ann Murray	Updated with revisions requested by Stayce Towles.
1.8	09/18/2006	Ann Murray	Replaced Provider Representative table.
1.9	01/11/2007	Ann Murray	Updated with revisions requested by Stayce Towles.
2.0	01/30/2007	Ann Murray	Updated with revisions requested during walkthrough.
2.1	02/15/2007	Ann Murray	Updated Appendix B, KY Medicaid card and ICN.
2.2	02/21/2007	Ann Murray	Replaced Provider Rep table.
2.3	02/23/2007	Ann Murray	Revised according comment log Walkthrough.
2.4	05/15/2007	Ann Murray	Updated claim form descriptors.
2.5	01-31-2008	Ann Murray	Updated with NPI CMS forms, sections
2.6	05/19/2008	Cathy Hill	Inserted revised provider rep list and presumptive eligibility per Stayce Towles.

2.7	05/20/2008	Cathy Hill	Made revisions specified by Stayce Towles. v2.6 – 2.7 are actually the same as revisions were made back-to-back and no publication would have been made
2.8	03/09/2009	Cathy Hill	Made changes from KYHealth Choices to KY Medicaid per Stayce Towles
2.9	03/11/2009	Cathy Hill	Revised contact info from First Health to Dept for Medicaid Services per Stayce Towles
3.0	03/30/2009	Ann Murray	Made global revisions per DMS request. v2.8 – 3.0 are actually the same as revisions were made back-to-back and no publication would have been made
3.1	09/08/2009	Ann Murray	Replaced Provider Rep list.
3.2	10/21/2009	Ron Chandler	Replaced all instances of “EDS” with “HP Enterprise Services”.
3.3	11/10/2009	Ann Murray	Replaced all instances of @eds.com with @hp.com. Removed the HIPAA section. v3.2 – 3.3 are actually the same as revisions were made back-to-back and no publication would have been made
3.4	03/03/2010	Ann Murray	Updated form fields 26 and 33A for CMS forms to put the local health department NPI number in those fields.
3.5	3/8/2010	Ron Chandler	Inserted new provider rep list.
3.6	11/16/2010	Patti George Ron Chandler	Inserted Appendix A out of PT36 BI into this BI which became Appendix A in this BI. Insert the “Resubmission of Medicare/Medicaid Part B Claims” text into Appendix A.
3.7	11/18/2010	Patti George Ron Chandler	Further revisions per Patti George Email. v3.6 – 3.7 are actually the same as revisions were made back-to-back and no publication would have been made
3.8	01/18/2011	Ann Murray	Updated global sections.
3.9	11/29/2011	Brenda Orberson Ann Murray	Updated 5010 changes. DMS approved 12/27/2011, Renee Thomas
4.0	02/08/2012	Stayce Towles Ann Murray	Updated provider rep listing. DMS Approved 02/14/2012, John Hoffman

4.1	02/22/2012	Brenda Orberson Ann Murray	Global updates made to remove all references to KenPAC and Lockin. DMS Approved 03/09/2012, John Hoffman
4.2	04/05/2012	Stayce Towles Ann Murray	Updated provider rep listing. DMS Approved 04/11/2012, John Hoffman
4.3	08/15/2012	Stayce Towles Patti George	Updated Section 7.3 – Change Taxonomy Qualifier from PXC to ZZ in form locators 24I and 33B per CO18459. (Update of Provider Inquiry form approved by John Hoffman on 08/30/12)
4.4	10/25/2012	Stayce Towles Sandy Berryman	Appendix A – Updated CMS 1500 Crossover EOMB Form and Instructions DMS Approved 10/29/2012, Jennifer L. Smith
4.5	01/22/2013	Vicky Hicks Patti George	Update section 1.2.2.2 to reflect former Passport Members having a choice of MCOs as of 1/1/2013. DMS Approved 02/27/2013, John Hoffman
4.6	06/25/2013	Vicky Hicks Patti George	Updates to NET PAYMENT and NET EARNINGS descriptions in Section 10.10.1 DMS Approved 07/09/2013, John Hoffman
4.7	07/30/2013	Stayce Towles Patti George	Update section 5.10- Provider Rep listing
4.8	12/04/2013	Vicky Hicks Stayce Towles	Updates to section 7. Added new CMS (02/12) form and instructions. DMS approved 12/12/2013, John Hoffmann
4.9	03/24/2014	Stayce Towles	Updated Sections 1-5 per DMS and removed CMS 1500 (08/05). Approved 4-7-14 by Lee Guice.

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1 General

1.1 Introduction

These instructions are intended to assist persons filing claims for services provided to Kentucky Medicaid Members. Guidelines outlined pertain to the correct filing of claims and do not constitute a declaration of coverage or guarantee of payment.

Policy questions should be directed to the Department for Medicaid Services (DMS). Policies and regulations are outlined on the DMS website at:

<http://chfs.ky.gov/dms/Regs.htm>

Fee and rate schedules are available on the DMS website at:

<http://chfs.ky.gov/dms/fee.htm>

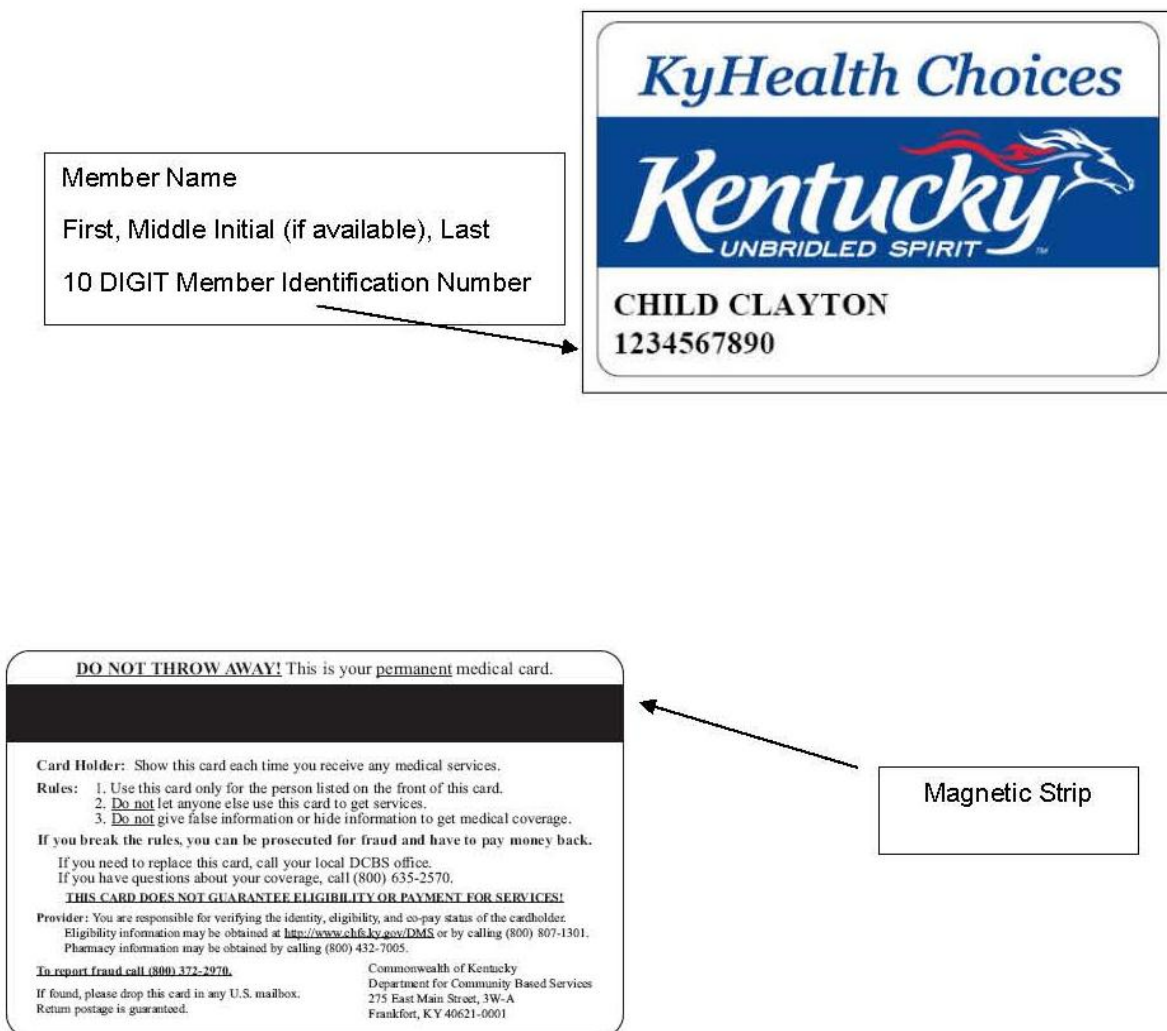
1.2 Member Eligibility

Members should apply for Medicaid eligibility through kynect (kyenroll.ky.gov), by phone at 1-855-4kynect (1-855-459-6328), or in person at their local Department for Community Based Services (DCBS) office. Members with questions or concerns can contact Member Services at 1-800-635-2570, Monday through Friday. This office is closed on holidays.

The primary identification for Medicaid-eligible members is the Kentucky Medicaid card. This is a permanent plastic card issued when the Member becomes eligible for Medicaid coverage. The name of the member and the member's Medicaid identification (ID) number are displayed on the card. The provider is responsible for checking identification and verifying eligibility before providing services.

NOTE: Payment cannot be made for services provided to ineligible members. Possession of a Member Identification card does not guarantee payment for all medical services.

1.2.1 Plastic Swipe KY Medicaid Card



Through a vendor of your choice, the magnetic strip can be swiped to obtain eligibility information.

Providers who wish to utilize the card's magnetic strip to access eligibility information may do so by contracting with one of several vendors.

1.2.2 Member Eligibility Categories

1.2.2.1 QMB and SLMB

Qualified Medicare Beneficiaries (QMB) and Specified Low-Income Medicare Beneficiaries (SLMB) are Members who qualify for both Medicare and Medicaid. In some cases, Medicaid may be limited. QMB Members have Medicare and full Medicaid coverage, as well. QMB-only Members have Medicare, and Medicaid serves as a Medicare supplement only. A Member with SLMB does not have Medicaid coverage; Kentucky Medicaid pays a "buy-in" premium for SLMB Members to have Medicare, but offers no claims coverage.

1.2.2.2 Managed Care Partnership

Medical benefits for persons whose care is overseen by a Managed Care Organization (MCO) are similar to those of Kentucky Medicaid, but billing procedures and coverage of some services may differ. Providers with MCO questions should contact the respective MCO provider services: Passport Health Plan at 1-800-578-0775, WellCare of Kentucky at 1-877-389-9457, Humana Caresource at 1-855-852-7005, Anthem Blue Cross Blue Shield at 1-800-880-2583, or Aetna Better Health of KY at 1-855-300-5528.

1.2.2.3 KCHIP

The Kentucky Children's Health Insurance Program (KCHIP) provides coverage to children through age 18 who have no insurance and whose household income meets program guidelines. Children with KCHIP III are eligible for all Medicaid-covered services except Non-Emergency Transportation and Early Periodic Screening, Diagnosis, and Treatment (EPSDT) Special Services. Regular KCHIP children are eligible for all Medicaid-covered services.

For more information, access the KCHIP website at <http://kidshealth.ky.gov/en/kchip>.

1.2.2.4 Presumptive Eligibility

Presumptive Eligibility (PE) is a program that offers certain individuals and pregnant women temporary medical coverage. A treating physician or hospital may issue an Identification Notice to an individual if it is determined that the individual meets the criteria as described below. PE benefits are in effect up to 60 days from the date the Identification Notice is issued, or upon denial or issuance of Medicaid. The 60 days includes current month through end of the next month. This short-term program is intended to allow financially needy individuals to have access to medical services while they are completing the application process for full Medicaid benefits.

Reimbursement for services is different for presumptively eligible individuals depending on the method by which eligibility is granted. The two types of PE are as follows:

- PE for pregnant women
- PE for hospitals

1.2.2.4.1 PE for Pregnant Women

1.2.2.4.1.1 Eligibility

A determination of presumptive eligibility for a pregnant woman shall be made by a qualified provider who is enrolled as a Kentucky Medicaid provider in one of the following categories:

1. A family or general practitioner;
2. A pediatrician;
3. An internist;
4. An obstetrician or gynecologist;
5. A physician assistant;
6. A certified nurse midwife;
7. An advanced practice registered nurse;
8. A federally-qualified health care center;
9. A primary care center;
10. A rural health clinic
11. A local health department

Presumptive eligibility shall be granted to a woman if she:

1. Is pregnant;
2. Is a Kentucky resident;
3. Does not have income exceeding 195 percent of the federal poverty level established annually by the United States Department of Health and Human Services;
4. Does not currently have a pending Medicaid application on file with the DCBS;
5. Is not currently enrolled in Medicaid;
6. Has not been previously granted presumptive eligibility for the current pregnancy; and
7. Is not an inmate of a public institution

1.2.2.4.1.2 Covered Services

Covered services for a presumptively eligible pregnant woman shall be limited to ambulatory prenatal services delivered in an outpatient setting and shall include:

1. Services furnished by a primary care provider, including:
 - a. A family or general practitioner;
 - b. A pediatrician;
 - c. An internist;
 - d. An obstetrician or gynecologist;

- e. A physician assistant;
 - f. A certified nurse midwife; or
 - g. An advanced practice registered nurse;
- 2. Laboratory services;
- 3. Radiological services;
- 4. Dental services;
- 5. Emergency room services;
- 6. Emergency and nonemergency transportation;
- 7. Pharmacy services;
- 8. Services delivered by rural health clinics;
- 9. Services delivered by primary care centers, federally-qualified health centers, and federally-qualified health center look-alikes; or
- 10. Primary care services delivered by local health departments.

1.2.2.4.2 PE for Hospitals

1.2.2.4.2.1 Eligibility

A determination of presumptive eligibility can be made by an inpatient hospital participating in the Medicaid program using modified adjusted gross income for an individual who:

- 1. Does not have income exceeding:
 - a. 138 percent of the federal poverty level established annually by the United States Department of Health and Human Services; or
 - b. 200 percent of the federal poverty level for children under age one and 147 percent of the federal poverty level for children ages 1-5 as established annually by the United States Department of Health and Human Services, if the individual is a targeted low-income child;
- 2. Does not currently have a pending Medicaid application on file with the DCBS;
- 3. Is not currently enrolled in Medicaid; and
- 4. Is not an inmate of a public institution.

1.2.2.4.2.2 Covered Services

Covered services for a presumptively eligible individual who meet the income guidelines above shall include:

- 1. Services furnished by a primary care provider, including:
 - a. A family or general practitioner;

- b. A pediatrician;
 - c. An internist;
 - d. An obstetrician or gynecologist;
 - e. A physician assistant;
 - f. A certified nurse midwife; or
 - g. An advanced practice registered nurse;
2. Laboratory services;
3. Radiological services;
4. Dental services;
5. Emergency room services;
6. Emergency and nonemergency transportation;
7. Pharmacy services;
8. Services delivered by rural health clinics;
9. Services delivered by primary care centers, federally-qualified health centers and federally-qualified health center look-alikes;
10. Primary care services delivered by local health departments; or
11. Inpatient or outpatient hospital services provided by a hospital.

1.2.2.5 Breast & Cervical Cancer Treatment Program

The Breast & Cervical Cancer Treatment Program (BCCTP) offers Medicaid coverage to women who have a confirmed cancerous or pre-cancerous condition of the breast or cervix. In order to qualify, women must be screened and diagnosed with cancer by the Kentucky Women's Cancer Screening Program, be between the ages of 21 and 65, have no other insurance coverage, and not reside in a public institution. The length of coverage extends through active treatment for the breast or cervical cancer condition. Those members receiving Medicaid through BCCTP are entitled to full Medicaid services. Women who are eligible through BCCTP do not receive a Medicaid card for services. The enrolling provider will provide a printed document that is to be used in place of a card.

1.2.3 Verification of Member Eligibility

This section covers:

- Methods for verifying eligibility;
- How to verify eligibility through an automated 800 number function;
- How to use other proofs to determine eligibility; and,
- What to do when a method of eligibility is not available.

1.2.3.1 Obtaining Eligibility and Benefit Information

Eligibility and benefit information is available to providers via the following:

- Voice Response Eligibility Verification (VREV) available 24 hours/7 days a week at 1-800-807-1301;
- KYHealth Net at <https://sso.kymmis.com>;
- The Department for Medicaid Services, Member Eligibility Branch at 1-800-635-2570, Monday through Friday, except holidays.

1.2.3.1.1 Voice Response Eligibility Verification (VREV)

HP Enterprise Services maintains a Voice Response Eligibility Verification (VREV) system that provides member eligibility verification, as well as third party liability (TPL) information, Managed Care, PRO review, Card Issuance, Co-pay, provider check write, and claim status information.

The VREV system generally processes calls in the following sequence:

1. Greet the caller and prompt for mandatory provider ID.
2. Prompt the caller to select the type of inquiry desired (eligibility, check amount, claim status, and so on).
3. Prompt the caller for the dates of service (enter four digit year, for example, MMDDCCYY).
4. Respond by providing the appropriate information for the requested inquiry.
5. Prompt for another inquiry.
6. Conclude the call.

This system allows providers to take a shortcut to information. Users may key the appropriate responses (such as provider ID or Member number) as soon as each prompt begins. The number of inquiries is limited to five per call. The VREV spells the member name and announces the dates of service. Check amount data is accessed through the VREV voice menu. The Provider's last three check amounts are available.

1.2.3.1.2 KYHealth-Net Online Member Verification

KYHealth Net online access can be obtained at <https://sso.kymmis.com>. The KYHealth Net website is designed to provide real-time access to member information. Providers can download a User Manual to assist providers in system navigation. Providers with suggestions, comments, or questions, should contact the HP Enterprise Services Electronic Claims Department at KY_EDH_Helpdesk@hp.com or 1-800-205-4696.

All Member information is subject to HIPAA privacy and security provisions, and it is the responsibility of the provider and the provider's system administrator to ensure all persons with access understand the appropriate use of this data. It is suggested that providers establish office guidelines defining appropriate and inappropriate uses of this data.

2 Electronic Data Interchange (EDI)

Electronic Data Interchange (EDI) is structured business-to-business communications using electronic media rather than paper.

2.1 How to Get Started

All Providers are encouraged to utilize EDI rather than paper claims submission. To become a business-to-business EDI Trading Partner or to obtain a list of Trading Partner vendors, contact the HP Enterprise Services Electronic Data Interchange Technical Support Help Desk at:

HP Enterprise Services
P.O. Box 2016
Frankfort, KY 40602-2016
1-800-205-4696

Help Desk hours are between 7:00 a.m. and 6:00 p.m. Monday through Friday, except holidays.

2.2 Format and Testing

All EDI Trading Partners must test successfully with HP Enterprise Services and have Department for Medicaid Services (DMS) approved agreements to bill electronically before submitting production transactions. Contact the EDI Technical Support Help Desk at the phone number listed above for specific testing instructions and requirements.

2.3 ECS Help

Providers with questions regarding electronic claims submission may contact the EDI Help desk.

3 KYHealth Net

The KYHealth Net website allows providers to submit claims online via a secure, direct data entry function. Providers with internet access may utilize the user-friendly claims wizard to submit claims, in addition to checking eligibility and other helpful functions.

3.1 How to Get Started

All Providers are encouraged to utilize KYHealth Net rather than paper claims submission. To become a KYHealth Net user, contact our EDI helpdesk at 1-800-205-4696, or click the link below.

<http://www.chfs.ky.gov/dms/kyhealth.htm>

3.2 KYHealth Net Companion Guides.

Field-by-field instructions for KYHealth Net claims submission are available at:

<http://www.kymmis.com/kymmis/Provider%20Relations/KYHealthNetManuals.aspx>

4 General Billing Instructions for Paper Claim Forms

4.1 General Instructions

The Department for Medicaid Services is mandated by the Centers for Medicare and Medicaid Services (CMS) to use the appropriate form for the reimbursement of services. Claims may be submitted on paper or electronically.

4.2 Imaging

All paper claims are imaged, which means a digital photograph of the claim form is used during claims processing. This streamlines claims processing and provides efficient tools for claim resolution, inquiries, and attendant claim related matters.

By following the guidelines below, providers can ensure claims are processed as they intend:

- USE BLACK INK ONLY;
- Do not use glue;
- Do not use more than one staple per claim;
- Press hard to guarantee strong print density if claim is not typed or computer generated;
- Do not use white-out or shiny correction tape; and,
- Do not send attachments smaller than the accompanying claim form.

4.3 Optical Character Recognition

Optical Character Recognition (OCR) eliminates human intervention by sending the information on the claim directly to the processing system, bypassing data entry. OCR is used for computer generated or typed claims only. Information obtained mechanically during the imaging stage does not have to be manually typed, thus reducing claim processing time. Information on the claim must be contained within the fields using font 10 as the recommended font size in order for the text to be properly read by the scanner.

5 Additional Information and Forms

5.1 Claims with Dates of Service More than One Year Old

In accordance with federal regulations, claims must be received by Medicaid no more than 12 months from the date of service, or six months from the Medicare or other insurance payment date, whichever is later. "Received" is defined in 42 CFR 447.45 (d) (5) as "The date the agency received the claim as indicated by its date stamp on the claim."

Kentucky Medicaid includes the date received in the Internal Control Number (ICN). The ICN is a unique number assigned to each incoming claim and the claim's related documents during the data preparation process. Refer to Appendix A for more information about the ICN.

For claims more than 12 months old to be considered for processing, the provider must attach documentation showing timely receipt by DMS or HP Enterprise Services and documentation showing subsequent billing efforts, if any.

To process claims beyond the 12 month limit, you must attach to each claim form involved, a copy of a Claims in Process, Paid Claims, or Denied Claims section from the appropriate Remittance Statement no more than 12 months old, which verifies that the original claim was received within 12 months of the service date.

Additional documentation that may be attached to claims for processing for possible payment is:

- A screen print from KYHealth-Net verifying eligibility issuance date and eligibility dates must be attached behind the claim;
- A screen print from KYHealth-Net verifying filing within 12 months from date of service, such as the appropriate section of the Remittance Advice or from the Claims Inquiry Summary Page (accessed via the Main Menu's Claims Inquiry selection);
- A copy of the Medicare Explanation of Medicare Benefits received 12 months after service date but less than six months after the Medicare adjudication date; and,
- A copy of the commercial insurance carrier's Explanation of Benefits received 12 months after service date but less than six months after the commercial insurance carrier's adjudication date.

5.2 Retroactive Eligibility (Back-Dated) Card

Aged claims for Members whose eligibility for Medicaid is determined retroactively may be considered for payment if filed within one year from the eligibility issuance date. Claim submission must be within 12 months of the issuance date. A copy of the KYHealth-Net card issuance screen must be attached behind the paper claim.

5.3 Unacceptable Documentation

Copies of previously submitted claim forms, providers' in-house records of claims submitted, or letters detailing filing dates are not acceptable documentation of timely billing. Attachments must prove the claim was received in a timely manner by HP Enterprise Services.

5.4 Third Party Coverage Information

5.4.1 Commercial Insurance Coverage (this does NOT include Medicare)

When a claim is received for a Member whose eligibility file indicates other health insurance is active and applicable for the dates of services, and no payment from other sources is entered on the Medicaid claim form, the claim is automatically denied unless documentation is attached.

5.4.2 Documentation That May Prevent a Claim from Being Denied for Other Coverage

The following forms of documentation prevent claims from being denied for other health insurance when attached to the claim.

1. Remittance statement from the insurance carrier that includes:

- Member name;
- Date(s) of service;
- Billed information that matches the billed information on the claim submitted to Medicaid; and,
- An indication of denial or that the billed amount was applied to the deductible.

NOTE: Rejections from insurance carriers stating “additional information necessary to process claim” is not acceptable.

2. Letter from the insurance carrier that includes:

- Member name;
- Date(s) of service(s);
- Termination or effective date of coverage (if applicable);
- Statement of benefits available (if applicable); and,
- The letter must have the signature of an insurance representative, or be on the insurance company's letterhead.

3. Letter from a provider that states they have contacted the insurance company via telephone. The letter must include the following information:

- Member name;
- Date(s) of service;
- Name of insurance carrier;
- Name of and phone number of insurance representative spoken to or a notation indicating a voice automated response system was reached;
- Termination or effective date of coverage; and,
- Statement of benefits available (if applicable).

4. A copy of a prior remittance statement from an insurance company may be considered an acceptable form of documentation if it is:

- For the same Member;
- For the same or related service being billed on the claim; and,
- The date of service specified on the remittance advice is no more than six months prior to the claim's date of service.

NOTE: If the remittance statement does not provide a date of service, the denial may only be acceptable by HP Enterprise Services if the date of the remittance statement is no more than six months from the claim's date of service.

5. Letter from an employer that includes:

- Member name;
- Date of insurance or employee termination or effective date (if applicable); and,
- Employer letterhead or signature of company representative.

5.4.3 When there is no response within 120 days from the insurance carrier

When the other health insurance has not responded to a provider's billing within 120 days from the date of filing a claim, a provider may complete a TPL Lead Form. Write "no response in 120 days" on either the TPL Lead Form or the claim form, attach it to the claim and submit it to HP Enterprise Services. HP Enterprise Services overrides the other health insurance edits and forwards a copy of the TPL Lead form to the TPL Unit. A member of the TPL staff contacts the insurance carrier to see why they have not paid their portion of liability.

5.4.4 For Accident and Work Related Claims

For claims related to an accident or work related incident, the provider should pursue information relating to the event. If an employer, individual, or an insurance carrier is a liable party but the liability has not been determined, claims may be submitted to HP Enterprise Services with an attached letter containing any relevant information, such as, names of attorneys, other involved parties and/or the Member's employer to:

HP Enterprise Services
ATTN: TPL Unit
P.O. Box 2107
Frankfort, KY 40602-2107

5.4.4.1 TPL Lead Form

HP Enterprise Services

*HP Enterprise Services
Attention: TPL Unit
P.O. Box 2107
Frankfort, KY 40602-2107*

Third Party Liability Lead Form

Provider Name: _____ Provider #: _____
Member Name: _____ Member #: _____
Address: _____ Date of Birth: _____
From Date of Service: _____ To Date of Service: _____
Date of Admission: _____ Date of Discharge: _____
Insurance Carrier Name: _____
Address: _____
Policy Number: _____ Start Date: _____ End Date: _____
Date Claim Was Filed with Insurance Carrier: _____

Please check the one that applies:

_____ No Response in Over 120 Days
_____ Policy Termination Date: _____
_____ Other: Please explain in the space provided below

Contact Name: _____ Contact Telephone #: _____
Signature: _____ Date: _____

DMS Approved: January 10, 2011

5.5 Provider Inquiry Form

Provider Inquiry Forms may be used for any unique questions concerning claim status; paid or denied claims; and billing concerns. The mailing address for the Provider Inquiry Form is:

HP Enterprise Services
Provider Services
P.O. Box 2100
Frankfort, KY 40602-2100

Please keep the following points in mind when using this form:

- Send the completed form to HP Enterprise Services. A copy is returned with a response;
- When resubmitting a corrected claim, do not attach a Provider Inquiry Form;
- A toll free HP Enterprise Services number **1-800-807-1232** is available in lieu of using this form; and,
- To check claim status, call the HP Enterprise Services Voice Response on **1-800-807-1301** or you may use the KYHealth Net by logging into <https://sso.kymmis.com>.

Provider Inquiry Form**HP Enterprise Services Corporation****Post Office Box 2100****Frankfort, KY 40602-2100**

Did you know that electronic claim submission can reduce your processing time significantly? You can also check claim status, verify eligibility, download remittance advices, and many other functions. Go to www.kymmms.com or contact Billing Inquiry at 1-800-807-1232 for more information. You may also send an inquiry via e-mail at ky_provider_inquiry@hp.com

1. Provider Number	3. Member Name (first, last)	
2. Provider Name and Address	4. Medical Assistance Number	
	5. Billed Amount	6. Claim Service Date
7. Email	8. ICN (if applicable)	
9. Provider's Message		

10.

Signature

Date

HP Enterprise Services Response: OFFICE USE ONLY

_____ This claim has been resubmitted for possible payment.

_____ This claim paid on _____ in the amount of _____

_____ This claim was denied on _____ with EOB code _____

_____ Aged claim. Please see attached documentation concerning services submitted past the 12 month filing limit.

Other: _____

Signature

Date

HIPAA Privacy Notification: This message and accompanying documents are covered by the Communications Privacy Act, 18 U.S.C. 2510-2521, and contain information intended for the specified individual(s) only. This information is confidential. If you are not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying, or the taking of any action based on the contents of this information is strictly prohibited. If you have received this communication in error, please notify us immediately and delete the original message.

5.6 Prior Authorization Information

- The prior authorization process does NOT verify anything except medical necessity. It does not verify eligibility or age.
- The prior authorization letter does not guarantee payment. It only indicates that the service is approved based on medical necessity.
- If the individual does not become eligible for Kentucky Medicaid, loses Kentucky Medicaid eligibility, or ages out of the program eligibility, services will not be reimbursed despite having been deemed medically necessary.
- Prior Authorization should be requested prior to the provision of services except in cases of:
 - Retro-active Member eligibility
 - Retro-active provider number
- Providers should always completely review the Prior Authorization Letter prior to providing services or billing.

Access the KYHealth Net website to obtain blank Prior Authorization forms.

<http://www.kymmis.com/kymmis/Provider%20Relations/PriorAuthorizationForms.aspx>

Access to Electronic Prior Authorization request (EPA).

<https://sso.kymmis.com>

5.7 Adjustments and Claim Credit Requests

An adjustment is a change to be made to a “PAID” claim. The mailing address for the Adjustment Request form is:

HP Enterprise Services
P.O. Box 2108
Frankfort, KY 40602-2108
Attn: Financial Services

Please keep the following points in mind when filing an adjustment request:

- Attach a copy of the corrected claim and the paid remittance advice page to the adjustment form. For a Medicaid/Medicare crossover, attach an EOMB (Explanation of Medicare Benefits) to the claim;
- Do not send refunds on claims for which an adjustment has been filed;
- Be specific. Explain exactly what is to be changed on the claim;
- Claims showing paid zero dollar amounts are considered paid claims by Medicaid. If the paid amount of zero is incorrect, the claim requires an adjustment; and,
- An adjustment is a change to a paid claim; a claim credit simply voids the claim entirely.

HP Enterprise Services

ADJUSTMENT AND CLAIM CREDIT REQUEST FORM

MAIL TO: HP Enterprise Services
P.O. BOX 2108
FRANKFORT, KY 40602-2108
1-800-807-1232
ATTN: FINANCIAL SERVICES

NOTE: A CLAIM CREDIT VOIDS THE CLAIM ICN FROM THE SYSTEM -- A "NEW DAY" CLAIM MAY BE SUBMITTED, IF NECESSARY. THIS FORM WILL BE RETURNED TO YOU IF THE REQUIRED INFORMATION AND DOCUMENTATION FOR PROCESSING ARE NOT PRESENT. PLEASE ATTACH A CORRECTED CLAIM AND REMITTANCE ADVICE TO ADJUST A CLAIM.

CHECK APPROPRIATE BOX: CLAIM ADJUSTMENT <input type="checkbox"/> CLAIM CREDIT <input type="checkbox"/>		1. Original Internal Control Number (ICN)	
2. Member Name		3. Member Medicaid Number	
4. Provider Name and Address	5. Provider	6. From Date of Service	7. To Date of Service
	8. Original Billed Amount	9. Original Paid Amount	10. Remittance Advice Date

11. Please specify **WHAT** is to be adjusted on the claim. You must explain in detail in order for an adjustment specialist to understand what needs to be accomplished by adjusting the claim.

12. Please specify the **REASON** for the adjustment or claim credit request.

13. Signature _____ 14. Date _____

DMS Approved: January 10, 2011

5.8 Cash Refund Documentation Form

The Cash Refund Documentation Form is used when refunding money to Medicaid. The mailing address for the Cash Refund Form is:

HP Enterprise Services
P.O. Box 2108
Frankfort, KY 40602-2108
Attn: Financial Services

Please keep the following points in mind when refunding:

- Attach the Cash Refund Documentation Form to a check made payable to the KY State Treasurer.
- Attach applicable documentation, such as a copy of the remittance advice showing the claim for which a refund is being issued.
- If refunding all claims on an RA, the check amount must match the total payment amount on the RA. If refunding multiple RAs, a separate check must be issued for each RA.

HP Enterprise Services

Mail To: HP Enterprise Services
P.O. Box 2108
Frankfort, KY 40602-2108
ATTN: Financial Services

CASH REFUND DOCUMENTATION

1. Check Number		2. Check Amount	
3. Provider Name/ID /Address		4. Member Name	
		5. Member Number	
6. From Date of Service	7. To Date of Service	8. RA Date	
9. Internal Control Number (If several ICNs, attach RAs)			

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Research for Refund: (Check appropriate blank)

a. Payment from other source - Check the category and list name (*attach copy of EOB*)

_____ Health Insurance
 _____ Auto Insurance
 _____ Medicare Paid
 _____ Other

b. Billed in error

c. Duplicate payment (attach a copy of both RAs)
If RAs are paid to two different providers, specify to which provider ID the check is to be applied.

_____|_____|_____|_____|_____|_____|_____|_____|_____

d. Processing error OR overpayment (explain why)

e. Paid to wrong provider

f. Money has been requested - date of the letter
 (attach a copy of letter requesting money) _____|_____|_____

g. Other _____

Contact Name	Phone
--------------	-------

DMS Approved: January 10, 2011

5.9 Return to Provider Letter

Claims and attached documentation received by HP Enterprise Services are screened for required information (listed below). If the required information is not complete, the claim is returned to the provider with a "Return to Provider Letter" attached explaining why the claim is being returned.

A claim is returned before processing if the following information is missing:

- Provider ID;
- Member Identification number;
- Member first and last names; and,
- EOMB for Medicare/Medicaid crossover claims.

Other reasons for return may include:

- Illegible claim date of service or other pertinent data;
- Claim lines completed exceed the limit; and,
- Unable to image.

HP

RETURN TO PROVIDER LETTER

Date: _____ - _____ - _____

Dear Provider,
The attached claim is being returned for the following reason(s). These items require correction before the claim can be processed.

- 01) ☐ PROVIDER NUMBER – A valid NPI or provider number must be on the claim form in the appropriate field.
☐ Missing ☐ Not a valid provider number
- 02) ☐ PROVIDER SIGNATURE – All claims require an original signature in the provider signature block. The Provider signature cannot be stamped or typed on the claim.
☐ Missing
☐ Typed signature not valid
☐ Stamped signature not valid.
- 03) ☐ Detail lines exceed the limit for claim type.
- 04) ☐ UNABLE TO IMAGE OR KEY – Claim form/EOMB must be legible. Highlighted forms cannot be accepted. Please resubmit on a new form.
☐ Print too light ☐ Print too dark ☐ Highlighted data fields ☐ Not legible ☐ Dark copy
- 05) ☐ Medicaid **does not** make payment when Medicare has paid the amount in full.
- 06) ☐ The Recipient's Medicaid (MAID) number is missing
- 07) ☐ Medicare Coding Sheet does not match the claim
☐ Dates of Service ☐ Member Number ☐ Charges ☐ Balance due in Block 30
- 08) ☐ Other Reason- _____

_____ **Claims are being returned to you for correction for the reasons noted above.**

Helpful Hints When Billing for Services Provided to a Medicaid Member

- The Member's Medicaid number on the CMS 1500 (08/05) must be entered Field 9A
- The Member's Medicaid number on the CMS 1500 (02/12) must be entered Field 1A
- The Member's Medicaid number on the UB04 must be entered in Block 60
- Medicare numbers are **not** valid Medicaid numbers
- Please refer to your billing manual if you have any concerns about billing the Medicaid program correctly.

Please make the necessary corrections and resubmit for processing. If you have any questions, please feel free to contact our Provider Relations Group, open Monday through Friday, 8:00 a.m. until 6:00 p.m. eastern standard/daylight savings time, at 1-800-807-1232.

If you are interested in billing Medicaid electronically please contact HP Enterprise Services at 1-800-205-4696 7:30 AM to 6PM Monday through Friday except holidays.

Initials of clerk _____

Provider Name _____

Provider Number _____

Reason Code _____

5.10 Provider Representative List

5.10.1 Phone Numbers and Assigned Counties

KELLY GREGORY 502-209-3100 Extension 2021273 Kelly.dio.gregory@hp.com			VICKY HICKS 502-209-3100 Extension 2021263 vicky.hicks@hp.com		
Assigned Counties			Assigned Counties		
ADAIR	GREEN	MCCREARY	ANDERSON	GARRARD	MENIFEE
ALLEN	HART	MCLEAN	BATH	GRANT	MERCER
BALLARD	HARLAN	METCALFE	BOONE	GRAYSON	MONTGOMERY
BARREN	HENDERSON	MONROE	BOURBON	GREENUP	MORGAN
BELL	HICKMAN	MUHLENBERG	BOYD	HANCOCK	NELSON
BOYLE	HOPKINS	OWSLEY	BRACKEN	HARDIN	NICHOLAS
BREATHITT	JACKSON	PERRY	BRECKINRIDGE	HARRISON	OHIO
CALDWELL	KNOX	PIKE	BULLITT	HENRY	OLDHAM
CALLOWAY	KNOTT	PULASKI	BUTLER	JEFFERSON	OWEN
CARLISLE	LARUE	ROCKCASTLE	CAMPBELL	JESSAMINE	PENDLETON
CASEY	LAUREL	RUSSELL	CARROLL	JOHNSON	POWELL
CHRISTIAN	LESLIE	SIMPSON	CARTER	KENTON	ROBERTSON
CLAY	LETCHER	TAYLOR	CLARK	LAWRENCE	ROWAN
CLINTON	LINCOLN	TODD	DAVIESS	LEE	SCOTT
CRITTENDEN	LIVINGSTON	TRIGG	ELLIOTT	LEWIS	SHELBY
CUMBERLAND	LOGAN	UNION	ESTILL	MADISON	SPENCER
EDMONSON	LYON	WARREN	FAYETTE	MAGOFFIN	TRIMBLE
FLOYD	MARION	WAYNE	FLEMING	MARTIN	WASHINGTON
FULTON	MARSHALL	WEBSTER	FRANKLIN	MASON	WOLFE
GRAVES	MCCRACKEN	WHITLEY	GALLATIN	MEADE	WOODFORD

- **NOTE – Out-of-state providers contact the Representative who has the county closest bordering their state, unless noted above.**
- **Provider Relations contact number: 1-800-807-1232**

6 Completion of Sterilization Consent Form (MAP-250)

6.1 Purpose

Federal regulations (42 CFR 441.250-441.258) require that any individual undergoing sterilization must read and sign a federally-approved consent form. The consent form contains information about the procedure being performed and the results of the procedure. The MAP-250 Sterilization Consent Form (or another form approved by the Secretary of Health and Human Services) requires the form be signed by the Member, the person obtaining the consent, and the physician according to Program policy.

6.2 General Instructions

The Sterilization Consent Form (MAP-250) is a five (5) part self-carboned form. All applicable fields must be completed.

The surgeon must receive a copy of the completed MAP-250 form. An additional copy of any completed MAP-250 form shall be maintained by the provider obtaining consent for documentation purposes.

Attach the signed and dated MAP-250 to the corresponding claim form and submit for processing.

Order MAP-250 forms from: www.kymmis.com

6.2.1 MAP-250 – Sterilization Consent Form

MAP-250
(REV. 5/87)

CONSENT FORM

NOTICE: YOUR DECISION AT ANY TIME NOT TO BE STERILIZED WILL NOT RESULT IN THE WITHDRAWAL OR WITHHOLDING OF ANY BENEFITS PROVIDED BY PROGRAMS OR PROJECTS RECEIVING FEDERAL FUNDS.

■ CONSENT TO STERILIZATION ■

I have asked for and received information about sterilization from John Smith MD. When I first asked for

the information, I was told that the decision to be sterilized is completely up to me. I was told that I could decide not to be sterilized. If I decide not to be sterilized, my decision will not affect my right to future care or treatment. I will not lose any help or benefits from programs receiving Federal funds, such as A.F.D.C. or Medicaid that I am now getting or for which I may become eligible.

I UNDERSTAND THAT THE STERILIZATION MUST BE CONSIDERED PERMANENT AND NOT REVERSIBLE. I HAVE DECIDED THAT I DO NOT WANT TO BECOME PREGNANT, BEAR CHILDREN OR FATHER CHILDREN.

I was told about those temporary methods of birth control that are available and could be provided to me which will allow me to bear or father a child in the future. I have rejected those alternatives and chosen to be sterilized.

I understand that I will be sterilized by an operation known as Tubal Ligation. The discomforts, risks and benefits associated with the operation have been explained to me. All my questions have been answered to my satisfaction.

I understand that the operation will not be done until at least thirty days after I sign this form. I understand that I can change my mind at any time and that my decision at any time not to be sterilized will not result in the withholding of any benefits or medical services provided by federally funded programs.

I am at least 21 years of age and was born on 09 27 70

I, Jane Doe, hereby consent of my own free will to be sterilized by John Smith MD

by a method called Tubal Ligation. My consent expires 180 days from the date of my signature below.

I also consent to the release of this form and other medical records about the operation to:

Representatives of the Department of Health, Education, and Welfare or

Employees of programs or projects funded by that Department but only for determining if Federal laws were observed.

I have received a copy of this form.

Jane Doe Date 09-19-95

You are requested to supply the following information, but it is not required:

Race and ethnicity designations (please check)

- ☐ American Indian or Alaska Native ☐ Black (not of Hispanic origin)
☐ Asian or Pacific Islander ☐ Hispanic
☒ White (not of Hispanic origin)

■ INTERPRETER'S STATEMENT ■

If an interpreter is provided to assist the individual to be sterilized:

I have translated the information and advice presented orally to the individual to be sterilized by the person obtaining this consent. I have also read him/her the consent form in

language and explained its contents to him/her. To the best of my knowledge and belief he/she understood this explanation.

Interpreter Date

■ STATEMENT OF PERSON OBTAINING CONSENT ■

Before Jane Doe signed the

consent form, I explained to him/her the nature of the sterilization operation Tubal Ligation. The fact that it is intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.

I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.

I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or any benefits provided by Federal funds.

To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appears to understand the nature and consequence of the procedure.

John Smith MD 09-19-95

123 Lone Oak Derby, Kentucky 40000

■ PHYSICIAN'S STATEMENT ■

Shortly before I performed a sterilization operation upon Jane Doe on 10 20 95

Tubal Ligation. I explained to him/her the nature of the sterilization operation Tubal Ligation, the fact that

it is intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.

I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.

I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or benefits provided by Federal funds.

To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appeared to understand the nature and consequences of the procedure.

(Instructions for use of alternative final paragraphs: Use the first paragraph below except in the case of premature delivery or emergency abdominal surgery where the sterilization is performed less than 30 days after the date of the individual's signature on the consent form. In those cases, the second paragraph below must be used. Cross out the paragraph which is not used.)

(1) At least thirty days have passed between the date of the individual's signature on this consent form and the date the sterilization was performed.

(2) This sterilization was performed less than 30 days but more than 72 hours after the date of the individual's signature on this consent form because of the following circumstances (check applicable box and fill in information requested):

- ☐ Premature delivery
☐ Individual's expected date of delivery:
☒ Emergency abdominal surgery:
(describe circumstances):

John Smith M.D. 10-20-95

3. State Agency, Program or Project

U.S. GOVERNMENT PRINTING OFFICE: 1986 O-576-323

Press firmly to assure legible copies

6.2.2 Instructions for Completion of the Consent Form

6.2.2.1 Consent to Sterilization

The MAP-250 Form must be completed at least 30 days prior to the sterilization procedure, except in cases of premature delivery and emergency abdominal surgery, in which case a 72-hour waiting period is required.

No more than 180 days should elapse between the date the form is signed and the procedure is performed.

1. Enter the name of the physician, clinic or the name of the physician and the phrase "and/or associates" who expects to perform the procedure.
2. Enter the name of the procedure to be performed.
3. Enter the birth date of the Member. *The Member must be 21 years of age.
4. Enter the name of the Member.
5. Enter the name of the physician expected to perform the procedure.
6. Enter the method of sterilization.
7. An original Member signature is required.
8. An original handwritten date is required for the date of signature. No typed dates are accepted.

NOTE: The Member's signature and/or date of signature cannot be altered. If alterations in either of these two areas occur, the claim will be denied.

Race and ethnicity information may be designated by checking the appropriate block, but is not mandatory.

6.2.2.2 Interpreter's Statement

If appropriate, complete this section at the same time the above section is completed.

1. 8A. Enter the language used to read and explain the form;
2. 8B. The interpreter must sign the form; and,
3. 8C. The interpreter must date the form.

6.2.2.3 Statement of Person Obtaining Consent

This section should be completed at the same time or after the above two sections are completed.

1. Enter the Member's name;
2. Enter the procedure name;
3. The person obtaining the consent must read, and sign the form;
4. The person obtaining the consent must date the form. The date must be on or after the date the Member signed;

-
5. Enter the name of the facility or office of the person obtaining consent; and,
 6. Enter the address of the facility or office of the person obtaining consent.

6.2.2.4 Physician Statement

This section must be completed at the same time or after the procedure is performed.

1. Enter the name of the Member;
2. Enter the date of the sterilization;
3. Enter the procedure performed;
4. Enter the specific type of operation; and,
5. Follow instructions on the form. Cross out the paragraphs not used.

18A, 18B, 18C:

If the sterilization was performed less than 30 days but more than 72 hours after date of the individual's signature and date on the consent form, check the applicable block and provide the information requested.

In the case of premature delivery, enter the expected date of delivery. The expected date of delivery should be at least 30 days after the individual's signature and date.

If the procedure was performed as result of emergency abdominal surgery, enter a brief description in the designated area of the consent form, or attach an operative report to describe the circumstances.

- The physician(s) who performed the procedure must sign the form in this section.
- Enter the date the physician signed the form. This date must be on or after the date of the surgery.

NOTE: Federal regulations require that MAP-250 forms be completed without error or corrections. If an error is made or correction is required during the completion of the form, destroy the form and complete another form correctly according to these instructions.

To ensure payment for all claims related to this procedure, close adherence to these instructions for completion of the form is recommended.

6.3 Completion of Hysterectomy Consent Form (MAP-251)

This form is imaged, use black ink only.

6.3.1 Purpose

Federal regulations (42 CFR 441.250 - 441.258) require individuals undergoing a hysterectomy to read and sign a federally-approved consent form with information about the procedure and the results of the procedure. Form MAP-251, or another form approved by the Secretary of Health and Human Services, provides that information and must be signed by the individual, or her representative, prior to performance of the hysterectomy procedure unless unusual conditions exist (refer to the Kentucky Medicaid Manual for information related to these unusual conditions).

6.3.2 General Instructions

The "Hysterectomy Consent Form" (MAP-251) is a five part self-carboned form that must be completed prior to performance of the surgical procedure. The form shall be completed in its entirety and shall be made accessible to eligible providers who bill for related services. All blanks must be completed. The individuals completing the form shall be advised to enter information in such a manner that all copies are clearly readable and legible. The Member shall be provided with a copy of the consent form for her personal records. In addition, the following health care providers (agencies) are provided copies, as they are required to attach a copy of the completed MAP-251 form to their claims submitted for procedure, or related procedure, payment:

- The surgeon

An additional copy of any completed MAP-251 form shall be maintained by the provider obtaining consent for documentation purposes.

Attach the signed and dated MAP-251 to the corresponding claim and submit for processing. When a hysterectomy is performed on an individual who is already sterile, or who required a hysterectomy because of a life-threatening emergency, attach the physician's written certification that such conditions exist, to the claim form and submit for processing.

6.4 Order MAP-251 Forms From:

Order MAP-251 forms from: www.kymmis.com

6.4.1 Detailed Instructions for Completion of the Form

- Enter the name of the Member.
- Enter the name of the physician providing information about the hysterectomy (attending physician).
- The Member or her representative must read and sign the form prior to the performance of the hysterectomy procedure.
- The person obtaining consent must sign and date the form prior to the performance of the hysterectomy procedure.

NOTE: Federal regulations require that MAP-251 forms be completed without error or corrections. If an error is made or correction is required during the completion of the form, destroy the form and complete another form correctly according to these instructions.

To ensure payment for all claims related to this procedure, close adherence to these instructions for completion of the form is recommended.

A copy of this Hysterectomy Consent Form (MAP-251) shall accompany each claim submitted for payment for the hysterectomy, EXCEPT in the following situations:

- The Member is sterile at the time of the hysterectomy and this is supported by medical documentation submitted with the claim form.
- The Member requires a hysterectomy because of a life-threatening emergency and the physician determines that prior acknowledgment of resulting sterility is not possible.

The physician shall certify in writing either the cause of the previous sterility or that the hysterectomy was performed under a life-threatening emergency situation in which he determined prior acknowledgment was not possible. The physician shall also include, if applicable, a description of the nature of the emergency. This documentation shall accompany any claim for a hysterectomy procedure for which a Hysterectomy Consent Form (MAP-251) was not obtained.

6.4.1.1 MAP-251 – Completed Hysterectomy Form Example

MAP-251
(Rev. 4/88)

COMMONWEALTH OF KENTUCKY
CABINET FOR HUMAN RESOURCES
Department for Medicaid Services

HYSTERECTOMY CONSENT FORM

NOTICE: YOUR DECISION AT ANY TIME NOT TO HAVE A HYSTERECTOMY WILL NOT RESULT IN THE WITHDRAWAL OR WITHHOLDING OF ANY BENEFITS PROVIDED BY PROGRAMS OR PROJECTS RECEIVING FEDERAL FUNDS.

Press firmly to assure legible copies

I, Jane Doe, have requested and received information about
(print or type / patients name)

hysterectomies (abdominal and/or vaginal) from John Smith, M.D.
(name of attending physician)

I was informed that a hysterectomy is the surgical removal of the uterus/womb and of the two (2) methods of performing the procedure (abdominal hysterectomy and vaginal hysterectomy).

I have been advised of the type of hysterectomy procedure (abdominal and/ or vaginal) that will be performed on me. I am aware of the complications that may result from the performance of this surgical procedure.

I was informed that a hysterectomy is intended to be a permanent/final and irreversible procedure. I understand that I will be unable to become pregnant or bear children.

I certify that I fully understand the above and voluntarily consent to the surgical procedure.

Signature of Patient/
Representative Jane Doe

Signature of Person
Obtaining Consent John Smith

Date October 20, 1995

An Equal Opportunity Employer M/F/H

7 Completion of CMS-1500 Paper Claim Form

The CMS-1500 claim form is used to bill services for Preventive Health Services. A copy of a completed claim form is shown on the following page.

Providers may order CMS-1500 claim forms from the:

U.S. Government Printing Office
Superintendent of Documents
P.O. Box 371954
Pittsburgh, PA 15250-7954
Telephone: 1-202-512-1800

7.1 New CMS-1500 (02/12) Claim Form with NPI and Taxonomy



HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

PICA										PICA									
1. MEDICARE MEDICAID TRICARE CHAMPVA GROUP HEALTH PLAN FECA BLK LUNG OTHER										1a. INSURED'S I.D. NUMBER (For Program in Item 1)									
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)										4. INSURED'S NAME (Last Name, First Name, Middle Initial)									
5. PATIENT'S ADDRESS (No., Street)										7. INSURED'S ADDRESS (No., Street)									
6. PATIENT'S BIRTH DATE										8. RESERVED FOR NUCC USE									
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)										11. INSURED'S POLICY GROUP OR FECA NUMBER									
10. IS PATIENT'S CONDITION RELATED TO:										12. IS THERE ANOTHER HEALTH BENEFIT PLAN?									
13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE										14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP)									
15. OTHER DATE										16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION									
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE										18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES									
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)										20. OUTSIDE LAB? \$ CHARGES									
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY										22. RESUBMISSION CODE ORIGINAL REF. NO.									
23. PRIOR AUTHORIZATION NUMBER										24. A. DATE(S) OF SERVICE									
25. FEDERAL TAX I.D. NUMBER										26. PATIENT'S ACCOUNT NO.									
27. ACCEPT ASSIGNMENT?										28. TOTAL CHARGE									
29. AMOUNT PAID										30. Rsvd for NUCC Use									
31. SIGNATURE OF PHYSICIAN OR SUPPLIER										32. SERVICE FACILITY LOCATION INFORMATION									
33. BILLING PROVIDER INFO & PH #										34. BILLING PROVIDER INFO & PH #									

7.2 Completion of New CMS-1500 (02/12) Claim Form with NPI and Taxonomy

7.2.1 Detailed Instructions

FIELD NUMBER	FIELD NAME AND DESCRIPTION
1	Check the "Medicare" and "KY Medicaid" blocks when billing a claim to Medicare requesting that Medicare send the claim to KY Medicaid for processing coinsurance and deductible amounts.
1A	Insured's I.D. Number
	Enter the 10 digit Member Identification number exactly as it appears on the current Member Identification card.
2	Patient's Name
	Enter the Member's last name, first name and middle initial exactly as it appears on the Member Identification card.
3	Date of Birth
	Enter the date of birth for the member.
9	Other Insured's Name
	Enter the Insured's Name. Required only if member is covered by insurance other than Medicaid or Medicare and the other insurance has made a payment on the claim.
9A	Other Insured's Policy Group Number
	Required only if member is covered by insurance other than Medicaid or Medicare and the other insurance has made a payment on the claim. If this field is completed, also complete Fields 9D and 29. NOTE: If other insurance denies the submitted claim, leave Fields 9, 9A, 9D and 29 blank and attach denial statement from other insurance carrier to the CMS-1500 (02/12) claim.
9D	Insurance Plan or Program Name
	Enter the Member's insurance carrier name. Complete only if entry in 9.
10	Patient's Condition
	Check the appropriate block if the Member's condition is related to employment, auto accident or other accident.

17B	Referring Provider	
	Note: Any claims prior to 11/1/11 KenPAC or Lockin may be required	
21	Diagnosis or Nature of Illness or Injury	
	Enter a 9 in the ICD Indicator field in the upper right corner. Enter the required, appropriate ICD-9-CM diagnosis code. Twelve diagnosis codes may be entered.	
24A	Date of Service (Non-Shaded Area)	
	Enter the date in numeric format (MMDDYY).	
24B	Place of Service (Non-Shaded Area)	
	Enter the appropriate two digit place of service code, which identifies the location where services were rendered.	
	11	Office
	12	Home
	21	Inpatient Hospital
	23	Emergency Hospital
	71	State or Local Public Health Center
	99	Other Unlisted Facility
24D	Procedures, Services or Supplies (Non-Shaded Area)	
	<p>CPT/ HCPCS: Enter the appropriate HIPAA compliant procedure code identifying the service or supply provided to the Member.</p> <p>99381-99385: For well child check-up, use EP modifier to identify EPSDT screening services.</p> <p>99391-99385: For well child check-up, use EP modifier to identify EPSDT screening services.</p> <p>99420: Used for lead screening to replace local codes Y5400 and Y5401.</p> <p>Modifier 25 should be used only with an evaluation and management (E&M) service code and only when a significant, separately identifiable evaluation and management service is provided by the same provider to the same patient on the same day of the procedure or service.</p> <p>Documentation is not required to be submitted with the claim but appropriate documentation for the procedure and evaluation and management service must be maintained.</p>	

	Note: See Appendix F for a list of procedure codes.	
24E	Diagnosis Code Indicator (Non-Shaded Area)	
	Enter the diagnosis pointers A-L to refer to a diagnosis code in field 21. Do not enter the actual ICD-9-CM diagnosis code.	
24F	Charges (Non-Shaded Area)	
	Enter the usual and customary charge for the service.	
24H	EPSDT / Family Planning (Shaded Area above Modifier)	
	For Early Periodic Screening, Diagnosis and Treatment Procedures (EPSDT), the following disposition codes must be used when abnormal conditions are found in one of the listed categories:	
	Category	Disposition Code R = Referred, T = Treated
	Vision	VR, VT
	Hearing	HR, HT
	Dental	DR, DT
	Mental Health	MR, MT
	Lead	LR, LT
	Sickle Cell	SR, ST
	Family Planning/ Pregnancy	FR, FT
	Growth, Endocrine, Nutrition	GR, GT
	Cardiac	CR, CT
	Orthopedic	OR, OT
	Genito-urinary	UR, UT
	ENT/ Respiratory	ER, ET
	Neurology	NR, NT
	Hemoglobin	BR, BT
	Other	TR, TT

	Immunizations	
	DPT	ID
	POLIO	ID
	MMR	IM
	HIB	IB
	Other	IO
24I	ID Qualifier (Shaded Area)	
	Enter a ZZ to indicate Taxonomy. NOTE: Those KY Medicaid providers who have a one to one match between the NPI number and the KY Medicaid provider number do not require the use of the Taxonomy when billing. If the NPI number corresponds to more than one KY Medicaid provider number, Taxonomy will be a requirement on the claim.	
24J	Rendering Provider ID# (Shaded Area)	
	Enter Taxonomy number. NOTE: Those KY Medicaid providers who have a one to one match between the NPI number and the KY Medicaid provider number do not require the use of the Taxonomy when billing. If the NPI number corresponds to more than one KY Medicaid provider number, Taxonomy will be a requirement on the claim.	
26	Patient's Account No.	
	Enter the state health department NPI number.	
28	Total Charge	
	Enter the total of all charges entered in 24F. Total each claim separately.	
29	Amount Paid	
	Enter the amount paid, if any, by the other insurance. Do not enter Medicare paid amount.	
31	Date	
	Enter the date in numeric format (MMDDYY). This date must be on or after the date(s) of service on the claim.	

32	Service Facility Location Information
	If the address in Form Locator 33 is not the address of where the service was rendered, Form Locator 32 must be completed.
33	Physician / Supplier's Billing Name, Address, Zip Code and Phone Number
	Enter the name, address, zip code and phone number of the facility.
33A	NPI
	Enter the local health department NPI number.
33B	(Shaded Area)
	<p>Enter ZZ followed by the appropriate Taxonomy.</p> <p>NOTE: Those KY Medicaid providers who have a one to one match between the NPI number and the KY Medicaid provider number do not require the use of the Taxonomy when billing. If the NPI number corresponds to more than one KY Medicaid provider number, Taxonomy will be a requirement on the claim.</p>

7.3 Helpful Hints for Successful CMS-1500 (02/12) Filing

- Any required documentation for claims processing must be attached to each claim. Each claim is processed separately.
- Be sure to include the “AS OF” date and Explanation of Benefits (EOB) code when copying a remittance advice (RA) as proof of timely filing or for inquiries concerning claim status.
- Please follow-up on a claim that appears to be outstanding after four weeks from your submission date.
- Field 24B (Place of Service) requires a two digit code.
- Field 24E (Diagnosis Code Indicator) is a one digit only field.
- If any insurance other than Medicare/KY Medicaid makes a payment on services you are billing, complete Fields 9, 9A, 9D, and 29 on the CMS-1500 (02/12) claim form.
- If insurance does not make a payment on services you are billing, attach the private insurance denial to the CMS-1500 claim form. Do not complete Fields 9, 9A, 9D, and 29 on the CMS-1500 (02/12) claim form.
- When billing the same procedure code, for the same date of service, you must bill on one line indicating the appropriate units of service.
- If you are submitting a copy of a previously submitted claim on which some line items have paid and some have denied, mark through or delete any line(s) on the claim already paid. If you mark through any lines, be sure to recompute your total charge in Field 28 to reflect the new total charge billed.

8 Appendix A

8.1 Resubmission of Medicare/Medicaid Part B Claims

On claims which have Medicare allowed procedures as well as non-allowed procedures, Medicaid must be billed on separate claims.

1. For services denied by Medicare, attach a copy of Medicare's denial to the claim.
2. If a service was allowed by Medicare, submit a CMS-1500, which should be submitted to KY Medicaid according to Medicaid guidelines. To this claim, the provider must attach the corresponding Medicare Coding Sheet.

For claims automatically crossed over from Medicare to KY Medicaid, allow six weeks for processing. If no response is received within six weeks of the Medicare EOMB date, resubmit per item two.

8.1.1 Medicare Coding

As of September 29, 2008, the Medicare EOMB is no longer needed to be attached to a claim if Medicare pays on the service. Instead of the Medicare EOMB, providers will utilize the coding sheet on the next page.

In the event that Medicare denies your service, the Medicare EOMB will be required to be attached to the claim.

The Medicare Coding Sheet may be accessed at www.kymmis.com. You may type in the Medicare information into the PDF and print the coding sheet so you don't have to hand-write the required information. The PDF will not save your changes in the coding sheet.

Please follow the guidelines below so your Medicare Coding Sheet may process accurately.

- Black ink only. No colored ink, pencils or highlighters;
- No white out. Correction tape is allowed;
- If a service is paid in full by Medicare, those services do not need to be billed to Kentucky Medicaid. The allowed amount and paid amount from Medicare would be the same.
- When writing zeros do not put a line through the zero.
- When billing a claim with multiple detail lines, be sure that Medicare has allowed a payment on those services. If Medicare has denied a detail line, that detail must be on a separate claim with the Medicare EOMB attached.
- The documents must be listed in the following order:
 - Claim form;
 - Coding sheet, and;
 - Any other attachments that may be needed.

8.1.2 Medicare Coding Sheet

CMS1500 CROSSOVER EOMB FORM

Member Name: 1 Member ID: 2

EOMB Date: 3

Line <u>4</u>	Deduct/Pat Resp Amt	Coinsurance and/or Co-pay Amt	Provider Pay Amt
5		6	7
8			

Line <u>4</u>	Deduct/Pat Resp Amt	Coinsurance and/or Co-pay Amt	Provider Pay Amt
5		6	7
8			

Line <u>4</u>	Deduct/Pat Resp Amt	Coinsurance and/or Co-pay Amt	Provider Pay Amt
5		6	7
8			

Line <u>4</u>	Deduct/Pat Resp Amt	Coinsurance and/or Co-pay Amt	Provider Pay Amt
5		6	7
8			

Line <u>4</u>	Deduct/Pat Resp Amt	Coinsurance and/or Co-pay Amt	Provider Pay Amt
5		6	7
8			

Line <u>4</u>	Deduct/Pat Resp Amt	Coinsurance and/or Co-pay Amt	Provider Pay Amt
5		6	7
8			

8.1.3 Medicare Coding Sheet Instructions

FIELD NUMBER	FIELD NAME AND DESCRIPTION
1	Member's Name
	Enter the Member's last name and first name exactly as it appears on the Member Identification card.
2	Member's ID
	Enter the Member's ID as it appears on the claim form.
3	EOMB Date
	Enter Medicare's EOMB date.
4	Line Number
	Enter the line number. The line numbers must be in sequential order.
5	Deductible Amount
	Enter deductible amount from Medicare, if applicable.
6	Co-insurance and/or Co-pay Amount
	Enter the total amount of co-insurance and/or co-pay from Medicare if applicable.
7	Provider Pay Amount
	Enter the amount paid from Medicare
8	Patient Responsibility
	Enter the patient responsibility amount from Medicare

9 Appendix B

9.1 Internal Control Number (ICN)

An Internal Control Number (ICN) is assigned by HP Enterprise Services to each claim. During the imaging process a unique control number is assigned to each individual claim for identification, efficient retrieval, and tracking. The ICN consists of 13 digits and contains the following information:

11 – 10 – 032 - 123456

1 2 3 4

1. Region

10	PAPER CLAIMS WITH NO ATTACHMENTS
11	PAPER CLAIMS WITH ATTACHMENTS
20	ELECTRONIC CLAIMS WITH NO ATTACHMENTS
21	ELECTRONIC CLAIMS WITH ATTACHMENTS
22	INTERNET CLAIMS WITH NO ATTACHMENTS
40	CLAIMS CONVERTED FROM OLD MMIS
45	ADJUSTMENTS CONVERTED FROM OLD MMIS
50	ADJUSTMENTS - NON-CHECK RELATED
51	ADJUSTMENTS - CHECK RELATED
52	MASS ADJUSTMENTS - NON-CHECK RELATED
53	MASS ADJUSTMENTS - CHECK RELATED
54	MASS ADJUSTMENTS - VOID TRANSACTION
55	MASS ADJUSTMENTS - PROVIDER RATES
56	ADJUSTMENTS - VOID NON-CHECK RELATED
57	ADJUSTMENTS - VOID CHECK RELATED

2. Year of Receipt

3. Julian Date of Receipt (The Julian calendar numbers the days of the year 1-365. For example, 001 is January 1 and 032 (shown above) is February 1.

4. Batch Sequence Used Internally

10 Appendix C

10.1 Remittance Advice

This section is a step-by-step guide to reading a Kentucky Medicaid Remittance Advice (RA). The following sections describe major categories related to processing/adjudicating claims. To enhance this document's usability, detailed descriptions of the fields on each page are included, reading the data from left to right, top to bottom.

10.1.1 Examples of Pages in Remittance Advice

There are several types of pages in a Remittance Advice, including separate page types for each type of claim; however, if a provider does not have activity in that particular category, those pages are not included.

Following are examples of pages which may appear in a Remittance Advice:

FIELD	DESCRIPTION
Returned Claims	This section lists all claims that have been returned to the provider with an RTP letter. The RTP letter explains why the claim is being returned. These claims are returned because they are missing information required for processing.
Paid Claims	This section lists all claims paid in the cycle.
Denied Claims	This section lists all claims that denied in the cycle.
Claims In Process	This section lists all claims that have been suspended as of the current cycle. The provider should maintain this page and compare with future Remittance Advices until all the claims listed have appeared on the PAID CLAIMS page or the DENIED CLAIMS page. Until that time, the provider need not resubmit the claims listed in this section.
Adjusted Claims	This section lists all claims that have been submitted and processed for adjustment or claim credit transactions.
Mass Adjusted Claims	This section lists all claims that have been mass adjusted at the request of the Department for Medicaid Services (DMS).
Financial Transactions	This section lists financial transactions with activity during the week of the payment cycle.
	NOTE: It is imperative the provider maintains any A/R page with an outstanding balance.

Summary	This section details all categories contained in the Remittance Advice for the current cycle, month to date, and year to date. Explanation of Benefit (EOB) codes listed throughout the Remittance Advice is defined in this section.
EOB Code Descriptions	Any Explanation of Benefit Codes (EOB) which appears in the RA is defined in this section.

NOTE: For the purposes of reconciliation of claims payments and claims resubmission of denied claims, it is highly recommended that all remittance advices be kept for at least one year.

10.2 Title

The header information that follows is contained on every page of the Remittance Advice.

REPORT: CRA-XBPD-R
RA#: 9999999

COMMONWEALTH OF KENTUCKY (M1)
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE

DATE: 01/25/2007
PAGE: 2

FIELD	DESCRIPTION
DATE	The date the Remittance Advice was printed.
RA NUMBER	A system generated number for the Remittance Advice.
PAGE	The number of the page within each Remittance Advice.
CLAIM TYPE	The type of claims listed on the Remittance Advice.
PROVIDER NAME	The name of the provider that billed. (The type of provider is listed directly below the name of provider.)
PAYEE ID	The eight-digit Medicaid assigned provider ID of the billing provider.
NPI ID	The NPI number of the billing provider.

The category (type of page) begins each section and is centered (for example, *PAID CLAIMS*). All claims contained in each Remittance Advice are listed in numerical order of the prescription number.

10.3 Banner Page

All Remittance Advices have a “banner page” as the first page. The “banner page” contains provider specific information regarding upcoming meetings and workshops, “top ten” billing errors, policy updates, billing changes etc. Please pay close attention to this page.

REPORT: CRA-BANN-R
RA#: 9999999

COMMONWEALTH OF KENTUCKY (M1)
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
PROVIDER BANNER MESSAGES

DATE: 01/23/2007
PAGE: 1

PROVIDER
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID 99999999
NPI ID 99999999
CHECK/EFT NUMBER 999999999
ISSUE DATE 01/26/2007

Commonwealth of Kentucky

REPORT: CRA-BANN-R
RA#: 9999999

COMMONWEALTH OF KENTUCKY (M1)
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
CMS 1500 CLAIMS PAID

DATE: 01/23/2007
PAGE: 1

PROVIDER
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID 99999999
NPI ID
CHECK/EFT NUMBER 999999999
ISSUE DATE 01/26/2007

--ICN--	SERVICE DATES	BILLED	ALLOWED	TPL	SPENDDOWN	CO-PAY	PAID
--PATIENT NUMBER--	FROM THRU	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT
MEMBER NAME: JANE DOE	MEMBER NO.: 9999999999						
999999999999	060606 060606	200.00		0.00			0.00
99999999XXX			18.05		0.00	2.00	16.05

PL SERV	PROC CD	MODIFIERS	UNITS	SERVICE DATES	RENDERING	BILLED	ALLOWED	DETAIL	EOBS
				FROM THRU	PROVIDER	AMOUNT	AMOUNT		
22	88304	TC	1.00	060606 060606	MCD 64000000	200.00	18.05	5001 0018 9918	00A2

TOTAL CMS 1500 CLAIMS PAID:	200.00		0.00		0.00		16.05
		18.05		0.00			

10.4 Paid Claims Page

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Account Number from Form Locator 3.
MEMBER NAME	The Member's last name and first initial.
MEMBER NUMBER	The Member's ten-digit Identification number as it appears on the Member's Identification card.
ICN	The 12-digit unique system generated identification number assigned to each claim by HP Enterprise Services.
CLAIM SERVICE DATES FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
BILLED AMOUNT	The usual and customary charge for services provided for the Member.
ALLOWED AMOUNT	The allowed amount for Medicaid
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
SPENDDOWN AMOUNT	The amount collected from the member.
COPAY AMOUNT	The amount collected from the member.
PAID AMOUNT	The total dollar amount reimbursed by Medicaid for the claim listed.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
CLAIMS PAID ON THIS RA	The total number of paid claims on the Remittance Advice.
TOTAL BILLED	The total dollar amount billed by the provider for all claims listed on the PAID CLAIMS page of the Remittance Advice (only on final page of section).
TOTAL PAID	The total dollar amount paid by Medicaid for all claims listed on the PAID CLAIMS page of the Remittance Advice (only on final page of section).

10.5 Denied Claims Page

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
MEMBER NAME	The Member's last name and first initial.
MEMBER NUMBER	The Member's ten-digit Identification number as it appears on the Member's Identification card.
ICN	The 12-digit unique system generated identification number assigned to each claim by HP Enterprise Services.
CLAIM SERVICE DATE FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
BILLED AMOUNT	The usual and customary charge for services provided for the Member.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
SPENDDOWN AMOUNT	The amount owed from the member.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
CLAIMS DENIED ON THIS RA	The total number of denied claims on the Remittance Advice.
TOTAL BILLED	The total dollar amount billed by the Home Health Services for all claims listed on the DENIED CLAIMS page of the Remittance Advice (only on final page of section).

REPORT: CRA-BANN-R
RA#: 9999999

COMMONWEALTH OF KENTUCKY (M1)
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
CMS 1500 CLAIMS IN PROCESS

DATE: 01/23/2007
PAGE: 1

PROVIDER
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID 99999999
NPI ID
CHECK/EFT NUMBER 99999999
ISSUE DATE 01/26/2007

--ICN--	SERVICE DATES	BILLED	TPL
--PATIENT NUMBER--	FROM THRU	AMOUNT	AMOUNT
MEMBER NAME: JANE DOE	MEMBER NO.: 9999999999		
999999999999	060606 060606	200.00	0.00
99999999XXX			

PL SERV	PROC CD	MODIFIERS	UNITS	SERVICE DATES	RENDERING	BILLED	DETAIL EOB
				FROM THRU	PROVIDER	AMOUNT	
22	88304	TC	1.00	060606 060606	MCD 64000000	200.00	

TOTAL CMS 1500 CLAIMS IN PROCESS: 200.00 0.00

10.6 Claims in Process Page

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
MEMBER NAME	The Member's last name and first initial.
MEMBER NUMBER	The Member's ten-digit Identification number as it appears on the Member's Identification card.
ICN	The 13-digit unique system-generated identification number assigned to each claim by HP Enterprise Services.
CLAIM SERVICE DATE FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
BILLED AMOUNT	The usual and customary charge for services provided for the Member.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.

REPORT: CRA-IPPD-R
RA#: 9999999

COMMONWEALTH OF KENTUCKY (M1)
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
CMS CLAIMS RETURNED

DATE: 01/30/2007
PAGE: 2

PROVIDER
5555 ANY STREET
CITY, KY 55555-5555

PAYEE ID 99999999
NPI ID
CHECK/EFT NUMBER 99999999
ISSUE DATE 02/02/2007

--ICN-- REASON CODE
999999999999 01

CLAIMS RETURNED: 01

10.7 Returned Claim

FIELD	DESCRIPTION
ICN	The 13-digit unique system generated identification number assigned to each claim by HP Enterprise Services.
REASON CODE	A code denoting the reason for returning the claim.
CLAIMS RETURNED ON THIS RA	The total number of returned claims on the Remittance Advice.

Note: Claims appearing on the “returned claim” page are forthcoming in the mail. The actual claim is returned with a “return to provider” sheet attached, indicating the reason for the claim being returned.

REPORT: CRA-PRAD-R
RA#: 9999999

COMMONWEALTH OF KENTUCKY (M1)
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
CMS CLAIM ADJUSTMENTS

DATE: 12/14/2006
PAGE: 2

HEALTH SERVICES
ATTN: JANE DOE
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID 99999999
NPI ID

--ICN--	SERVICE DATES		BILLED	ALLOWED	TPL	SPENDDOWN	CO-PAY	PAID																																							
--PATIENT NUMBER--	FROM	THRU	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT																																							
MEMBER NAME: JANE DOE MEMBER NO.: 9999999999																																															
999999999999	031103	031103	(20.00)		(0.00)		(0.00)																																								
99999				(20.00)		(0.00)		(20.00)																																							
999999999999	031103	031103	20.00		0.00		0.00																																								
99999				20.00		0.00		20.00																																							
<table border="1"> <thead> <tr> <th>PL</th> <th>SERV</th> <th>PROC</th> <th>CD</th> <th>MODIFIERS</th> <th>UNITS</th> <th colspan="2">SERVICE DATES RENDERING</th> <th>PROVIDER</th> <th>BILLED</th> <th>ALLOWED</th> <th>DETAIL</th> <th>EOBS</th> </tr> <tr> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>FROM</th> <th>THRU</th> <th></th> <th>AMOUNT</th> <th>AMOUNT</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>99</td> <td></td> <td>WP101</td> <td></td> <td></td> <td>1.00</td> <td>031103</td> <td>031103</td> <td>MCD 40097065</td> <td>20.00</td> <td>20.00</td> <td>0102</td> <td>0029</td> </tr> </tbody> </table>									PL	SERV	PROC	CD	MODIFIERS	UNITS	SERVICE DATES RENDERING		PROVIDER	BILLED	ALLOWED	DETAIL	EOBS							FROM	THRU		AMOUNT	AMOUNT			99		WP101			1.00	031103	031103	MCD 40097065	20.00	20.00	0102	0029
PL	SERV	PROC	CD	MODIFIERS	UNITS	SERVICE DATES RENDERING		PROVIDER	BILLED	ALLOWED	DETAIL	EOBS																																			
						FROM	THRU		AMOUNT	AMOUNT																																					
99		WP101			1.00	031103	031103	MCD 40097065	20.00	20.00	0102	0029																																			
TOTAL NO. OF ADJ: 1																																															
TOTAL CMS 1500 ADJUSTMENT CLAIMS:									0.00	0.00	0.00	0.00																																			
									0.00	0.00	0.00	0.00																																			

Providers have an option of requesting an adjustment, as indicated above; or requesting a cash refund (form and instructions for completion can be found in the Billing Instructions).

If a cash refund is submitted, an adjustment **CANNOT** be filed.

If an adjustment is submitted, a cash refund **CANNOT** be filed.

10.8 Adjusted Claims Page

The information on this page reads left to right and does not follow the general headings.

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
MEMBER NAME	The Member's last name and first initial.
MEMBER NUMBER	The Member's ten-digit Identification number as it appears on the Member's Identification card.
ICN	The 12-digit unique system generated identification number assigned to each claim by HP Enterprise Services.
CLAIM SERVICE DATES FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
BILLED AMOUNT	The usual and customary charge for services provided for the Member.
ALLOWED AMOUNT	The amount allowed for this service.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
COPAY AMOUNT	Copay amount to be collected from member.
SPENDDOWN AMOUNT	The amount to be collected from the member.
PAID AMOUNT	The total dollar amount reimbursed by Medicaid for the claim listed.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
PAID AMOUNT	Amount paid.

Note: The ORIGINAL claim information appears first, followed by the NEW (adjusted) claim information.

REPORT: CRA-TRAN-R
RA#: 9999999

COMMONWEALTH OF KENTUCKY
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
FINANCIAL TRANSACTIONS

DATE: 12/26/2006
PAGE: 2

PROVIDER J
PO BOX 5555
CITY, KY 55555-5555

PAYEE ID 99999999
NPI ID 99999999

-----NON-CLAIM SPECIFIC PAYOUTS TO PROVIDERS-----

TRANSACTION	PAYOUT	REASON	RENDERING	SVC DATE				
NUMBER	--CCN--	--AMOUNT--	CODE	PROVIDER	FROM	THRU	MEMBER NO.	MEMBER NAME

NO NON-CLAIM SPECIFIC PAYOUTS TO PROVIDERS

-----NON-CLAIM SPECIFIC REFUNDS FROM PROVIDERS-----

	REFUND	REASON		
--CCN--	--AMOUNT--	CODE	MEMBER NO.	MEMBER NAME

NO NON-CLAIM SPECIFIC REFUNDS FROM PROVIDERS

-----ACCOUNTS RECEIVABLE-----

A/R	SETUP	RECOUPED	ORIGINAL	TOTAL	REASON	
NUMBER/ICN	DATE	THIS CYCLE	AMOUNT	-RECOUPED-	--BALANCE--	CODE
1106	011306	0.00	22.41	0.00	22.41	92
TOTAL BALANCE					22.41	

10.9 Financial Transaction Page

10.9.1 Non-Claim Specific Payouts to Providers

FIELD	DESCRIPTION
TRANSACTION NUMBER	The tracking number assigned to each financial transaction.
CCN	The cash control number assigned to refund checks for tracking purposes.
PAYMENT AMOUNT	The amount paid to the provider when the financial reason code indicates money is owed to the provider.
REASON CODE	Payment reason code.
RENDERING PROVIDER	Rendering provider of service.
SERVICE DATES	The from and through dates of service.
MEMBER NUMBER	The KY Medicaid member identification number.
MEMBER NAME	The KY Medicaid member name.

10.9.2 Non-Claim Specific Refunds from Providers

FIELD	DESCRIPTION
CCN	The cash control tracking number assigned to refund checks for tracking purposes.
REFUND AMOUNT	The amount refunded by provider.
REASON CODE	The two byte reason code specifying the reason for the refund.
MEMBER NUMBER	The KY Medicaid member identification number.
MEMBER NAME	The KY Medicaid member name.

10.9.3 Accounts Receivable

FIELD	DESCRIPTION
A / R NUBMER / ICN	This is the 13-digit Internal Control Number used to identify records for one accounts receivable transaction.
SETUP DATE	The date entered on the accounts receivable transaction in the MM/DD/CCYY format. This date identifies the beginning of the accounts receivable event.
RECOUPED THIS CYCLE	The amount of money recouped on this financial cycle.

ORIGINAL AMOUNT	The original accounts receivable transaction amount owed by the provider.
TOTAL RECOUPED	This amount is the total of the provider's checks and recoupment amounts posted to this accounts receivable transaction.
BALANCE	The system generated balance remaining on the accounts receivable transaction.
REASON CODE	A two-byte alpha/numeric code specifying the reason an accounts receivable was processed against a providers account.

ANY RECOUPMENT ACTIVITY OR PAYMENTS RECEIVED FROM THE PROVIDER list below the "RECOUPMENT PAYMENT SCHEDULE." All initial accounts receivable allow 60 days from the "setup date" to make payment on the accounts receivable. After 60 days, if the accounts receivable has not been satisfied nor a payment plan initiated, monies are recouped from the provider on each Remittance Advice until satisfied.

This is your only notification of an accounts receivable setup. Please keep all Accounts Receivable Summary pages until all monies have been satisfied.

REPORT: CRA-SUMM-R
RA#: 9999999

COMMONWEALTH OF KENTUCKY (M1)
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
SUMMARY

DATE: 02/01/2007
PAGE: 13

PROVIDER

P O BOX 555
CITY, KY 55555-0000

PAYEE ID 99999999
NPI ID
CHECK/EFT NUMBER 999999999
ISSUE DATE 02/02/2007

-----CLAIMS DATA-----

	CURRENT NUMBER	CURRENT AMOUNT	MONTH-TD NUMBER	MONTH-TD AMOUNT	YEAR-TD NUMBER	YEAR-TD AMOUNT
CLAIMS PAID	43	130,784.46	43	130,784.46	1,988	4,143,010.13
CLAIM ADJUSTMENTS	0	0.00	0	0.00	18	0.00
MASS ADJUSTMENTS	0	0.00	0	0.00	0	0.00
TOTAL CLAIMS PAYMENTS	43	130,784.46	43	130,784.46	2,006	4,143,010.13
CLAIMS DENIED	1		1		917	
CLAIMS IN PROCESS	2					

-----EARNINGS DATA-----

PAYMENTS:			
CLAIMS PAYMENTS	130,784.46	130,784.46	4,143,010.13
SYSTEM PAYOUTS (NON-CLAIM SPECIFIC)	0.00	0.00	0.00
ACCOUNTS RECEIVABLE (OFFSETS):			
CLAIM SPECIFIC:			
CURRENT CYCLE	(0.00)	(0.00)	(0.00)
OUTSTANDING FROM PREVIOUS CYCLES	(0.00)	(0.00)	(44,474.35)
NON-CLAIM SPECIFIC OFFSETS	(0.00)	(0.00)	(0.00)
NET PAYMENT	130,784.46	130,784.46	4,098,535.78
REFUNDS:			
CLAIM SPECIFIC ADJUSTMENT REFUNDS	(0.00)	(0.00)	(0.00)
NON-CLAIM SPECIFIC REFUNDS	(0.00)	(0.00)	(0.00)
OTHER FINANCIAL:			
MANUAL PAYOUTS (NON-CLAIM SPECIFIC)	0.00	0.00	0.00
VOIDS	(0.00)	(0.00)	(0.00)
NET EARNINGS	130,784.46	130,784.46	4,098,535.78

REPORT: CRA-EOBM-R
RA#: 9999999

COMMONWEALTH OF KENTUCKY (M1)
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
EOB CODE DESCRIPTIONS

DATE: 02/01/2007
PAGE: 14

PROVIDER

P O BOX 555
CITY, KY 55555-0000

PAYEE ID 99999999
NPI ID
CHECK/EFT NUMBER 999999999
ISSUE DATE 02/02/2007

EOB CODE EOB CODE DESCRIPTION

0022 COVERED DAYS ARE NOT EQUAL TO ACCOMMODATION UNITS.
0271 CLAIM DENIED. MEMBER AVAILABLE INCOME INFORMATION NOT ON FILE FOR THE MONTH OF SERVICE. PLEASE
CONTACT DMS AT 502-564-6885.
0409 INVALID PROVIDER TYPE BILLED ON CLAIM FORM.
0883 CLAIM DENIED. DEPLICATE PROCEDURE HAS BEEN PAID.
9999 PROCESSED PER MEDICAID POLICY

HIPAA REASON CODE HIPAA ADJ REASON CODE DESCRIPTION

0016 Claim/service lacks information which is needed for adjudication. Additional information is supplied
using remittance advice remarks codes whenever appropriate
0018 Duplicate claim/service.
0052 The referring/prescribing/rendering provider is not eligible to refer/prescribe/order/perform the
service billed.
0092 Claim Paid in full.
00A1 Claim denied charges.

10.10 Summary Page

FIELD	DESCRIPTION
CLAIMS PAID	The number of paid claims processed, current month and year to date.
CLAIM ADJUSTMENTS	The number of adjusted/credited claims processed, adjusted/credited amount billed, and adjusted/credited amount paid or recouped by Medicaid. If money is recouped, the dollar amount is followed by a negative (-) sign. These figures correspond with the summary of the last page of the ADJUSTED CLAIMS section.
PAID MASS ADJ CLAIMS	<p>The number of mass adjusted/credited claims, mass adjusted/credited amount billed, and mass adjusted/credited amount paid or recouped by Medicaid. These figures correspond with the summary line of the last page of the MASS ADJUSTED CLAIMS section.</p> <p>Mass Adjustments are initiated by Medicaid and HP Enterprise Services for issues that affect a large number of claims or providers. These adjustments have their own section "MASS ADJUSTED CLAIMS" page, but are formatted the same as the ADJUSTED CLAIMS page.</p>
CLAIMS DENIED	These figures correspond with the summary line of the last page of the DENIED CLAIMS section.
CLAIMS IN PROCESS	The number of claims processed that suspended along with the amount billed of the suspended claims. These figures correspond with the summary line of the last page of the CLAIMS IN PROCESS section.

10.10.1 Payments

FIELD	DESCRIPTION
CLAIMS PAYMENT	The number of claims paid.
SYSTEM PAYOUTS	Any money owed to providers.
NET PAYMENT	Total check amount.
REFUNDS	Any money refunded to Medicaid by a provider.
OTHER FINANCIAL	
NET EARNINGS	The 1099 amount.

EXPLANATION OF BENEFITS

FIELD	DESCRIPTION
EOB	A five-digit number denoting the EXPLANATION OF BENEFITS detailed on the Remittance Advice.
EOB CODE DESCRIPTION	Description of the EOB Code. All EOB Codes detailed on the Remittance Advice are listed with a description/ definition.
COUNT	Total number of times an EOB Code is detailed on the Remittance Advice.

EXPLANATION OF REMARKS

FIELD	DESCRIPTION
REMARK	A five-digit number denoting the remark identified on the Remittance Advice.
REMARK CODE DESCRIPTION	Description of the Remark Code. All remark codes detailed on the Remittance Advice are listed with a description/definition.
COUNT	Total number of times a Remark Code is detailed on the Remittance Advice.

EXPLANATION OF ADJUSTMENT CODE

FIELD	DESCRIPTION
ADJUSTMENT CODE	A two-digit number denoting the reason for returning the claim.
ADJUSTMENT CODE DESCRIPTION	Description of the adjustment Code. All adjustment codes detailed on the Remittance Advice are listed with a description/definition.
COUNT	Total number of times an adjustment Code is detailed on the Remittance Advice.

EXPLANATION OF RTP CODES

FIELD	DESCRIPTION
RTP CODE	A two-digit number denoting the reason for returning the claim.
RETURN CODE DESCRIPTION	Description of the RTP Code. All RTP codes detailed on the Remittance Advice are listed with a description/ definition.
COUNT	Total number of times an RTP Code is detailed on the Remittance Advice.

11 Appendix D

11.1 Remittance Advice Location Codes (LOC CD)

The following is a code indicating the Department for Medicaid Services branch/division or other agency that originated the Accounts Receivable:

A	Active
B	Hold Recoup - Payment Plan Under Consideration
C	Hold Recoup - Other
D	Other-Inactive-FFP-Not Reclaimed
E	Other – Inactive - FFP
F	Paid in Full
H	Payout on Hold
I	Involves Interest – Cannot Be Recouped
J	Hold Recoup Refund
K	Inactive-Charge off – FFP Not Reclaimed
P	Payout – Complete
Q	Payout – Set Up In Error
S	Active - Prov End Dated
T	Active Provider A/R Transfer
U	HP Enterprise Services On Hold
W	Hold Recoup - Further Review
X	Hold Recoup - Bankruptcy
Y	Hold Recoup - Appeal
Z	Hold Recoup - Resolution Hearing

12 Appendix E

12.1 Remittance Advice Reason Code (ADJ RSN CD or RSN CD)

The following is a two-byte alpha/numeric code specifying the reason an accounts receivable was processed against a provider's account:

01	Prov Refund – Health Insur Paid	32	Payout – Advance to be Recouped
02	Prov Refund – Member/Rel Paid	33	Payout – Error on Refund
03	Prov Refund – Casualty Insu Paid	34	Payout – RTP
04	Prov Refund – Paid Wrong Vender	35	Payout – Cost Settlement
05	Prov Refund – Apply to Acct Recv	36	Payout – Other
06	Prov Refund – Processing Error	37	Payout – Medicare Paid TPL
07	Prov Refund-Billing Error	38	Recoupment – Medicare Paid TPL
08	Prov Refund – Fraud	39	Recoupment – DEDCO
09	Prov Refund – Abuse	40	Provider Refund – Other TLP Rsn
10	Prov Refund – Duplicate Payment	41	Acct Recv – Patient Assessment
11	Prov Refund – Cost Settlement	42	Acct Recv – Orthodontic Fee
12	Prov Refund – Other/Unknown	43	Acct Receivable – KENPAC
13	Acct Receivable – Fraud	44	Acct Recv – Other DMS Branch
14	Acct Receivable – Abuse	45	Acct Receivable – Other
15	Acct Receivable – TPL	46	Acct Receivable – CDR-HOSP-Audit
16	Acct Recv – Cost Settlement	47	Act Rec – Demand Paymt Updt 1099
17	Acct Receivable – HP Enterprise Services Request	48	Act Rec – Demand Paymt No 1099
18	Recoupment – Warrant Refund	49	PCG
19	Act Receivable-SURS Other	50	Recoupment – Cold Check
20	Acct Receivable – Dup Payt	51	Recoupment – Program Integrity Post Payment Review Contractor A
21	Recoupment – Fraud	52	Recoupment – Program Integrity Post Payment Review Contractor B
22	Civil Money Penalty	53	Claim Credit Balance
23	Recoupment – Health Insur TPL	54	Recoupment – Other St Branch
24	Recoupment – Casualty Insur TPL	55	Recoupment – Other
25	Recoupment – Member Paid TPL	56	Recoupment – TPL Contractor
26	Recoupment – Processing Error	57	Acct Recv – Advance Payment
27	Recoupment – Billing Error	58	Recoupment – Advance Payment
28	Recoupment – Cost Settlement	59	Non Claim Related Overage
29	Recoupment – Duplicate Payment	60	Provider Initiated Adjustment
30	Recoupment – Paid Wrong Vendor	61	Provider Initiated CLM Credit
31	Recoupment – SURS		

62	CLM CR-Paid Medicaid VS Xover	95	Beginning Recoupment Balance
63	CLM CR-Paid Xover VS Medicaid	96	Ending Recoupment Balance
64	CLM CR-Paid Inpatient VS Outp	97	Begin Dummy Rec Bal
65	CLM CR-Paid Outpatient VS Inp	98	End Dummy Recoup Balance
66	CLS Credit-Prov Number Changed	99	Drug Unit Dose Adjustment
67	TPL CLM Not Found on History	AA	PCG 2 Part A Recoveries
68	FIN CLM Not Found on History	BB	PCG 2 Part B Recoveries
69	Payout-Withhold Release	CB	PCG 2 AR CDR Hosp
71	Withhold-Encounter Data Unacceptable	DG	DRG Retro Review
72	Overage .99 or Less	DR	Deceased Member Recoupment
73	No Medicaid/Partnership Enrollment	IP	Impact Plus
74	Withhold-Provider Data Unacceptable	IR	Interest Payment
75	Withhold-PCP Data Unacceptable	CC	Converted Claim Credit Balance
76	Withhold-Other	MS	Prog Intre Post Pay Rev Cont C
77	A/R Member IPV	OR	On Demand Recoupment Refund
78	CAP Adjustment-Other	RP	Recoupment Payout
79	Member Not Eligible for DOS	RR	Recoupment Refund
80	Adhoc Adjustment Request	SS	State Share Only
81	Adj Due to System Corrections	UA	HP Enterprise Services Medicare Part A Recoup
82	Converted Adjustment	XO	Reg. Psych. Crossover Refund
83	Mass Adj Warr Refund		
84	DMS Mass Adj Request		
85	Mass Adj SURS Request		
86	Third Party Paid – TPL		
87	Claim Adjustment – TPL		
88	Beginning Dummy Recoupment Bal		
89	Ending Dummy Recoupment Bal		
90	Retro Rate Mass Adj		
91	Beginning Credit Balance		
92	Ending Credit Balance		
93	Beginning Dummy Credit Balance		
94	Ending Dummy Credit Balance		

13 Appendix F

13.1 Remittance Advice Status Code (ST CD)

The following is a one-character code indicating the status of the accounts receivable transaction:

A	Active
B	Hold Recoup - Payment Plan Under Consideration
C	Hold Recoup - Other
D	Other-Inactive-FFP-Not Reclaimed
E	Other – Inactive - FFP
F	Paid in Full
H	Payout on Hold
I	Involves Interest – Cannot Be Recouped
J	Hold Recoup Refund
K	Inactive-Charge off – FFP Not Reclaimed
P	Payout – Complete
Q	Payout – Set Up In Error
S	Active - Prov End Dated
T	Active Provider A/R Transfer
U	HP Enterprise Services On Hold
W	Hold Recoup - Further Review
X	Hold Recoup - Bankruptcy
Y	Hold Recoup - Appeal
Z	Hold Recoup - Resolution Hearing